

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3389
ANSWERED ON:14.08.2000
CUSTOMER ORIENTATION TRAINING PROGRAMMES
PUSHPDAN SHAMBHUDAN GADHAVI

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether regular customer orientation training programmes are conducted for officers and others at the various airports to bring about changes;
- (b) if so, the number of such programmes conducted at different airports during the last one year; and
- (c) whether the Government have received any feedback from these programmes and if so, the details thereof?

Answer

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV)

(a) :- Yes, Sir.

(b) :- The number of customer orientation training conducted by Airports Authority of India (AAI) at five international airports during the last one year are given below:-

Name of airport		No. of Training Programmes
Delhi	-	07
Mumbai	-	15
Calcutta	-	10
Chennai	-	12
Thiruvananthapuram	-	03

(c) :- Customer Orientation Training Programmes have brought about a positive degree of awareness among the airport officials for better interaction with the airport customers. The customer satisfaction surveys conducted at the airports have also indicated increased customer satisfaction levels among the airport users, especially passengers.